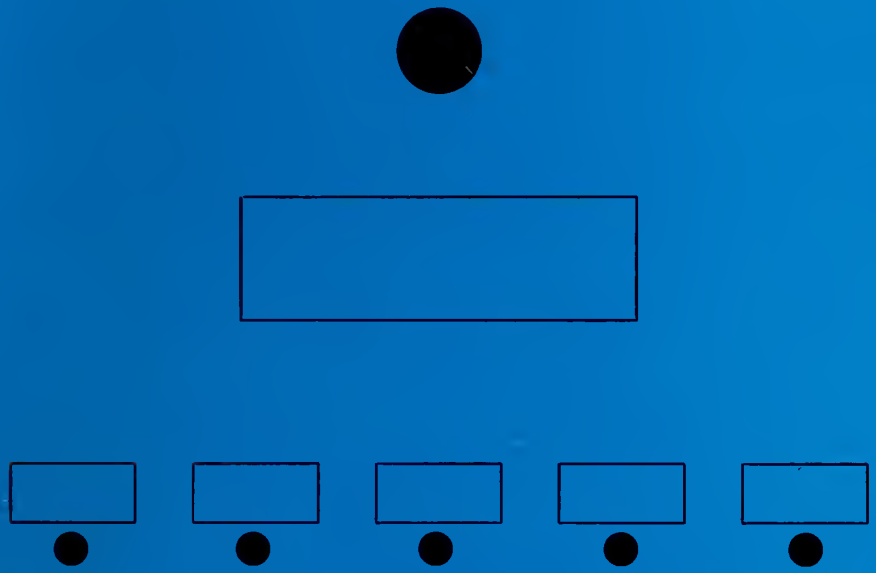
ADMINISTRATIVE MANAGEMENT SOCIETY

AMS Certificate Course in Office Administration

1968-1969



THE TORONTO CHAPTER OF THE ADMINISTRATIVE MANAGEMENT SOCIETY

In co-operation with

DIVISION OF UNIVERSITY EXTENSION UNIVERSITY OF TORONTO

AMS Certificate Course in Office Administration

Office Management may be defined as the act of direct supervision applying to all facets of office administration. Office management, as a function, is concerned with the efficient performance of office work. The office manager must, therefore, have a wide knowledge of business, covering methods and procedures, personnel administration, accounting and statistics, production and marketing, organization and economics. He should also have a general familiarity with all clerical work.

Recognizing the value of qualified personnel to act in a supervisory capacity, the Administrative Management Society, in co-operation with the Division of University Extension, University of Toronto, has arranged for an evening course in office administration. The AMS Certificate Course in Office Administration is a combination of business principles and applications. It provides instruction in the fundamentals of modern business and is designed for mature men and women in business, industry, and the Civil Service who wish to prepare themselves for the position of Office Administrator.

To obtain the AMS Certificate, the student must first complete the three-year Certificate Course in Business offered by the Division of University Extension of the University of Toronto. Graduates of this course or holders of a B.Com. degree may then register for specified Office Management subjects and, upon successful completion, receive the AMS Certificate.

Graduates of this course are then entitled to apply for membership in the affiliated organization, Associated Office Administrators of Ontario. Applicants will be asked to include evidence of appropriate experience in the practice of office management. The minimum experience required is five years' employment in an office immediately prior to applying for membership with the most recent two years occupied in a supervisory capacity. Other practical experience which can be regarded as the equivalent of this will also be considered. Admission to membership in this association entitles the graduates of the four-year course to use the designation C.O.A. (Certified Office Administrator).

Content

The complete course consists of eight subjects, six of which are in the program of the Certificate Course in Business. Details of this course can be secured from the Secretary, Division of University Extension, University of Toronto. Two additional subjects complete the requirements for the Certificate in Office Administration: Office Management Part I which pertains to the management of people, and Office Management Part II which pertains to the management of information and communication.

Instruction in Office Management will begin September 23, 1967 and will be given in two-hour sessions, two evenings per week (Monday and Thursday) for a total of twenty-five weeks.

Conditions for Academic Standing

To receive credit in a subject, a candidate must obtain at an annual examination at least 50% of the examination marks as well as an aggregate of 50% of the term and examination marks. To receive honour standing in the course, a candidate must obtain an average of 75% of the examination and term marks in all eight subjects (six covered in the Certificate Course in Business plus the two subjects, Office Management, Parts I and II).

AMS Award

An award of $210, equal to the fees for the last two subjects, will be presented to the student who completes the fourth year with the highest overall average of the complete eight subjects. A cheque for this amount will be presented to the successful student at a dinner meeting of the Society shortly after the end of the academic session.

Registration

A student seeking the Certificate in Office Administration, should first complete the Certificate Course in Business. A calendar and application form for this course can be obtained by writing to the Division of University Extension, or telephoning 928-2393, and should submit his application, not later than September 15 to:

The Secretary,
Division of University Extension,
84 Queen's Park,
Toronto 5, Ontario

Evening Registration and Counselling

Monday, September 9
Wednesday, September 11
} 7:30-9:00 p.m.
84 Queen's Park

Fourth Year

Students wishing to take the two Office Management subjects should submit the application form at the end of this booklet to:

The Co-ordinator,
Business and Professional Courses,
84 Queen's Park, Toronto 5.

Registration may be made in person at the same address from 9:00 a.m. to 5:00 p.m. daily except Saturdays.

Examinations

Final examinations in both the Certificate Course in Business and the AMS subjects will be written during the month of April.

Candidates who do not present themselves for these examinations must make application in the fall for the following spring examinations.

All examinations will be under the supervision of the Division of University Extension, University of Toronto.

A candidate who fails to obtain standing in an examination may, at the opening of the session, either make application to re-write the examination on payment of the $5.00 examination fee, or pay the full tuition fee and re-enrol in the subject. Failure to obtain standing twice in any subject necessitates withdrawal from the course.

An AMS candidate who fails to obtain standing in three examinations throughout the course, i.e., two subjects of the Evening Course in Business and one subject in Office Management, will be obliged to withdraw.

Special examinations will be provided for a maximum of two years following the withdrawal of any subject from the course.

Fees

Tuition (each subject) $105.00

Refunds and Withdrawals

A student is held responsible for all courses in which he registers unless he officially withdraws. Merely ceasing to attend class does not constitute official withdrawal. Refunds will be made only if they are requested before the second lecture. They should be accompanied by a letter giving the reason for withdrawal, the student's Admit-To-Lecture Card, and official receipt. Consideration for partial refunds may be given to circumstances which, supported by evidence, necessitate later withdrawal from the course. A charge of $10.00 is made for a refund of fees.

Subjects of Instruction

Certificate Course in Business (First three years)

First Year — Accounting
— Economics
Second Year — Business Organization
— plus one subject chosen from optional list
Third Year — two subjects from optional list

Optional Subjects

Business Finance	Business Law	Marketing	Data Processing
Production	Statistics	Personnel	
Production Statistics Personnel			

N.B. Students working through to complete the fourth year of study and obtain the Administrative Management Society Certificate, are advised to select any three of Business Finance, Statistics, Business Law, and Data Processing as the optional subjects. The subject, Personnel, should be avoided since this is covered in Office Management, Part I, in the fourth year.

Fourth Year — Office Management Part I
— Office Management Part II

Description of Courses

ACCOUNTING: An introduction to accounting with emphasis on the use and interpretation of accounting data. The preparation, interpretation and analysis of financial statements complete the study of the accounting cycle. Accounting theory is an integral part of the course, and includes asset valuation and income measurement. Other areas of study include forms of business organization — the sole proprietorship, partnership and limited company, and management accounting for control and planning.

MONDAYS AND WEDNESDAYS

ECONOMICS: Introduction to economic analysis, including price theory and some of its applications; the theory of income, employment, and the general level of prices; the banking system; monetary and fiscal policies; and international trade theory.

MONDAYS AND WEDNESDAYS

BUSINESS ORGANIZATION: This course reflects the increasing influence of the social sciences on the organizational activities of management. Such traditional topics as planning, organizing, directing and controlling are considered in the light of recent research in group and individual behaviour, together with examples of their application in modern business and industry.

TUESDAYS, WEDNESDAYS, AND FRIDAYS

BUSINESS FINANCE: Financial Management as an integral part of overall management; the central problem of committing and raising capital funds on behalf of an individual enterprise. Emphasis on an underlying framework of analysis, an understanding of corporate financial behaviour and business practice related to issues of economic policy and theory. Sources and uses of funds; internal financing and funds flows; capital budgeting, rates of return on investment, allocation of funds among competing uses; external financing and the financial environment.

Students admitted with advanced standing are advised to complete Accounting before enrolling in Business Finance.

THURSDAYS

BUSINESS LAW: This course is designed to assist businessmen to recognize and to deal with recurring day to day legal aspects of business problems and to build an understanding of those aspects of business problems which normally must be dealt with by their lawyer. The Law of Contract, Corporation Law, Securities, Taxation and Business Aspects of Municipal Law and Restrictive Practices are included in the subject matter.

WEDNESDAYS

MARKETING: An introduction to the structure of markets, the structure of marketing institutions, and the processes of marketing management. The course is designed to demonstrate how the analysis of markets affects the conduct of distribution and promotional activities and the development of marketing strategies consonant with marketing predispositions. Topics covered include consumer behavior, marketing research, product planning, institutional operations, and communications processes.

MONDAYS

PERSONNEL: A course designed to assist the student in gaining an appreciation of the philosophy and techniques of modern personnel management and administration.

Course content will include manpower planning and development, job evaluation and salary administration, labour relations, selection and placement, interviewing and counselling, personnel practices.

TUESDAYS

PRODUCTION: An introduction to a systematic study of the organization and management of the industrial firm, centering on the various techniques used in analysing, measuring, and improving the effectiveness of the men, machines, and materials involved.

The content of the course will include: plant organization, product development, plant location and layout, work measurement, work simplification, planning and control.

MONDAYS

STATISTICS: An introduction to the use of quantitative data in making business decision under conditions of uncertainty. Both elementary statistical techniques and principles of statistical inference are applied to business problems. Lectures include frequency series, correlation, index numbers, and time series, but the emphasis is on probability, sampling, and the making of inference from sample data. A knowledge of elementary algebra and geometry is necessary.

TUESDAYS

BUSINESS DATA PROCESSING: An introduction to information processing systems and their use in modern business enterprises. Stress is laid on the fundamentals of data processing, special technical terminology peculiar to information processing, and the elements of automatic data processing equipment. Special attention is given to how information processing systems may be used by business management in performing the management function. Students have an opportunity to program a computer and run practical exercises.

THURSDAYS

OFFICE MANAGEMENT—PART I: Office Management Part I deals with administration as it affects people — it includes: the nature of management; the meaning of work; leadership and the process of supervision; recruitment methods and procedures; employee selection, training and development; counseling techniques; employee motivation; discipline; union relations; job descriptions and evaluation; employee benefit programmes.

Some typical office personnel situation will be discussed by the class and several films will be shown to portray human relation problems involved in business.

THURSDAYS — Beginning September 26, Room 252, Mechanical Building, 7:00 p.m.

Instructor — W. E. Lennox

Text — Strauss and Sayles: *Personnel — Human Problems in Management* (2nd ed) (Prentice-Hall)

OFFICE MANAGEMENT—PART II: Office Management Part II deals with the efficient and economical control of communication and information services. Some of the topics studied are: organization planning, systems analysis, work simplification, records management, forms design and control, mechanization, and electronic data processing. A bibliography, including a choice of textbooks, will be supplied and each student will be required to design and pursue a program of reading.

MONDAYS — Beginning September 23, Room 252, Mechanical Building, 7:30 p.m.

Instructor — R. N. Beattie

The Division of University Extension offers other courses of a business nature:

BUSINESS AND PROFESSIONAL COURSES

A wide variety of courses designed to meet the needs of executive and supervisory personnel, covering such general areas as accounting, management, finance, personnel, marketing, etc. In general, these courses are non-credit and there are no academic requirements for enrolment. In many cases the enrolment is limited. Optional examinations are offered in some subjects.

CERTIFICATE COURSE IN PUBLIC ADMINISTRATION

This course is intended primarily for those with considerable experience in the public service who wish to acquire a broader background in the political and social sciences essential to an understanding of the executive branch of government and its functions. It is not intended as a preparation for those planning to enter public service. Emphasis is on Canadian government at all levels (federal, provincial, and municipal), and their major problem areas. The course consists of six subjects of which no more than two can be taken in any one year. Thus the complete program can be completed in a minimum of three years.

University of Toronto
Division of Extension
84 Queen's Park
Toronto 5, Ont.

Office Use	
R. No.	
C.A.	
Cash ☐	Cheque ☐

APPLICATION FORM

AMS Certificate Course in Office Administration

Name .....
(PLEASE PRINT NAME IN FULL)

Address .....
(NUMBER AND STREET) (POSTAL ZONE NO.)

Business Name .....

Business Address .....

Occupation .....

Home Phone ..... Bus. Phone .....

I wish to enrol in the following PART I ☐
PART II ☐

I have completed the Certificate Course in Business

Year .....

Attached is a remittance for $.....
($105 per subject)

Date ..... Signature .....

Other calendars issued by the Division of University Extension are:

BUSINESS AND PROFESSIONAL COURSES
DEGREE COURSES IN EXTENSION
CERTIFICATE COURSE IN CRIMINOLOGY
CERTIFICATE COURSE IN PUBLIC ADMINISTRATION
EVENING AND AFTERNOON COURSES IN THE LIBERAL ARTS

FOR INFORMATION, contact Division of University Extension, 84 Queen's Park, Toronto 5, or telephone 928-2393